

Amendment 381
Contract No. 229944

REVISED

2/8/17

**To the Contract for the Design, Implementation, Operation and Maintenance of
the Regional Fare Coordination System.**

This Amendment 381 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 16th day of AUGUST, 2016, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor to add functionality to the Business Account Website (BAW) to allow a new business to sign up for a "Choice" account online. The new business is required to "Read and Accept" the online terms of the agreement before proceeding. Once the business accepts the agreement terms, notification is provided to the Lead Agency and the business is prompted to enter all necessary contact information, establish a password, and choose a payment option. Future changes to the terms of agreement will require that the business "Read and Accept" before proceeding with placing an order. This work is performed per PA-ROF *Online Business Choice Agreement Update (RFI 724 ORCA)* v9.0 as approved by the Agencies on August 5, 2016.

- C. The Parties agree that the Work necessary to modify the ORCA system as directed will be performed and compensated as described below.
- D. The Agencies and the Contractor acknowledge the following dependencies
 - (a) The quoted solution price is dependent on the Agencies completing this work in conjunction with the PA-ROF BAW Updates (CR-11929)

Agreement

Section 1.0 Description of Work

The Contractor will perform all necessary work to design, develop, test and implement new functionality which will provide the ability for a new business to sign up for a "Choice" account online. Future changes to the terms of agreement will require that the business "Read and Accept" before proceeding with placing an order.

1.1 The Business Accounts Website public area (pre-login) will be updated so that the left hand navigation bar has the following links (order as listed):

- (a) Sign up
- (b) FAQ

The Programs, Contact us and the Why ORCA links are to be removed.

All other existing links to the Contact us page will remain as is (i.e. the Contact us link on the Welcome page, the Contact us link on the footer). Any existing links to the Contact us page will still redirect to the page but the left hand navigation bar link will not be shown. Likewise, the Login help? Page will still be invoked but a link to the page will not be shown in the left hand navigation bar (previously listed under the Contact us link).

The Business Account User Guide link is to be removed from the Welcome page (both public and when logged in as an Agreement user). It will be added as a link on the footer on all pages where the footer is shown, next to Home.

1.2 The page previously used for Sign up (i.e. SignUpRedirect.do, SignUpAction.do) is to become the Programs page (ProgramsRedirect.do).

1.3 All existing links to the Sign up page will be updated to redirect to the Programs page (except for those referenced in 1.5)

1.4 The Programs page header will be relabelled to be 'Sign Up' (previously was 'Programs').

1.5 The Contact us link listed under Business Choice in the 'Compare the differences' table and under 'Business Choice is Flexibility' section on the Programs page will be replaced with links labelled "Sign up" that redirects to the New Customer Sign Up page. Agencies to provide any static text updates for this page.

1.6 The New Customer Sign Up page will be updated so that:

- (a) All tab headers to be updated to title case
- (b) Move the password entry field to the Review tab
- (c) Remove the Website tab
- (d) Update the Review tab label to Review Account
- (e) The page title is renamed to Business Choice Customer Sign Up
- (f) A new first tab will be introduced, labelled 'Terms & Conditions'. The contents of this tab will provide a link to the Business Choice Terms & Conditions pdf, text stating that the customer must accept the provided Business Choice Terms & Conditions before being able to proceed with the sign up (Agencies to provide text). A button on the page must be marked by the user to acknowledge that they have read and agree to the Terms & Conditions before being able to proceed with the sign up
- (g) The Business Choice Terms & Conditions pdf will be hosted by the Agencies
- (h) The Select Program option on the Business account info tab will be removed. Agreements created by a customer sign up will default to Business Choice
- (i) The field Business Account (underneath the Business Account header) on the Business Account Info tab will be updated to Business Name
- (j) Step 1 under 'To get started' on the Business account info tab will be removed as programs will no longer be available for selection
- (k) Step 3 under 'To get started' on the Business account info tab will be updated to read "Your account will be assigned a Lead Agency based on the location of your business."
- (l) A 'Payment Details' section will be added to the Business account info tab. This section will list the following drop downs; Program Category and Payment Method. The default Program Category will be "Employer". The only Payment Methods available will be "Credit Card" and "Check". The default Payment Method will be "Credit Card". The lead Agent will need to manually update the Payment Method after the Agreement is created if the Business Account requires a different Payment Method. The Payment Terms will be set to Pre-Paid for either Payment Method .These fields will be mandatory fields. These fields will also be added to the Check page (Payment Terms will not be shown)
- (m) Information bubbles will be added next to the Program Category and Payment Method fields (Agencies to provide text)

1.7 When a customer signs up for an agreement and the sign up is successful:

- (a) The agreement is automatically approved
- (b) The Sign Up page informs the user that their application is complete and their account is active. The message displayed will be lead agency specific (Agencies to provide text)
- (c) Business Account Contact 1 will be emailed (based on their provided email) stating that their Agreement is active. The email will contain the Business Name, Account ID and entered Payment Method. The email text will be lead agency specific (Agencies to provide text)
- (d) The lead agent will be emailed (based on the Location selected by the customer during the sign up), using the default Lead Agency email address, stating that the Agreement has been created (Agencies to provide text)
- (e) Update the page header to Agreement Status

1.8 When a Business Choice agreement is created through a customer signup, all products and Purse will be marked as available for the Business Choice Program. The available Purse revalue will be \$300. This does not apply to Business Passport agreements, Electronic Voucher Programs or agreements created by a lead agent. This will not apply to existing Agreements.

1.9 Whenever a new agreement has been created (either through a customer sign up or by a lead agent), the Basic Cost Per Card and Card Customization Cost Per Card values will be auto-populated based on default details for that Lead Agency.

1.10 The Lead Agency Business Account ID field (Agreement Summary page, Business account information tab) will no longer be a mandatory field.

1.11 Whenever a new agreement has been created (either through a customer sign up or by a lead agent), the Lead Agent Contact 1 information is to be auto-populated based on the default details for that Lead Agency.

1.12 The following details listed under the Approval and dates tab in the Agreement Summary will be auto-populated:

- (a) Business Account Contact First Name & Business Account Contact Last Name (for agreements initiated by a customer sign up, based on the entered details for the respective fields)
- (b) Lead Agency Contact First Name & Lead Agency Contact Last Name (based on the default values for the corresponding Lead Agency for that agreement)

- (c) Date Approved only to auto-populate if the Agreement is automatically approved (date of automatic approval)
- (d) Contact Initiation Date only to auto-populate if the Agreement is automatically approved (date of automatic approval)
- (e) Contact End Date only to auto-populate if the Agreement is automatically approved (maximum system allowed date)
- (f) Billing Commencement Date only to auto-populate if the Agreement is automatically approved (date of automatic approval)

1.13 The Metro Vanpool Bookkeeper Pass and King County Institutional Vanpool Pass will be removed as a selectable product from the Business Accounts Website (Business Choice Programs and Electronic Voucher Programs).

1.14 A link to the Business Choice Agreement Terms & Conditions pdf will be available on the Welcome page (when an Agreement user is logged in) within the 'My Lead Agent' section (Agencies to provide any specific text). This link will only be available to Business Choice Agreements (i.e. Agreements that have never had a Business Passport Program). If a Business Passport Program is assigned to a Business Choice Program, the Business Choice Agreement Terms & Conditions functionality will no longer apply. There will be no impact to this functionality if a Business Choice Agreement has Electronic Voucher Programs. Business Passport Agreements that are renewed as only having a Business Choice program will be treated as a Business Choice Agreement.

1.15 A link will be introduced to the Business Accounts Website secure area for Lead Agents, which will be accessible via the left navigation bar, that will allow lead agents for that Lead Agency to update their default Lead Agency details.

1.16 The default fields available for customization will be the Lead Agency Contact 1 details (First Name, Last Name, Phone Number, Phone Number Extension, Fax Number and Email Address) and fees (Basic Cost Per Card, Card Customization Cost Per Card and Replacement Card Cost Per Card) (Agencies to provide their default details and values so this can be implemented with this change when it is promoted). The email address entered here will be the address used for the lead agent emails in 1.7. The default fees for all Agencies will be as follows:-

- (a) Basic Cost Per Card = \$5.00
- (b) Card Customization Cost Per Card = \$0.50
- (c) Replacement Card Cost Per Card = \$5.00

1.17 Functionality will be added that when invoked, will notify Business Choice Agreements (i.e. Agreements that have never had a Business Passport Program but may have Electronic Voucher Programs) that the Business Choice Terms & Conditions have been updated. The ability to invoke this functionality will be restricted to the SSB user.

1.18 The Business Choice Terms & Conditions Update functionality will affect all Business Choice agreements. The user will need to confirm the action before it is invoked.

1.19 Once the Business Choice Terms & Conditions Update functionality is invoked, the Welcome page (Agreement view) will be updated to show a message below the Announcement banner that the Business Choice Terms & Conditions have been updated (Agencies to provide text). This message will contain a link to the Business Choice Terms & Conditions pdf and an option to accept the new conditions.

1.20 Business Choice Agreements will be unable to create new card or product orders if they have not accepted the updated Business Choice Terms & Conditions. They will be able to continue existing orders. The Orders page will be updated with text stating that new card and product orders cannot be made (Agencies to provide text). This restriction will not apply to Lead Agents; they will have full ordering access for Business Choice Agreements that have not accepted the Business Choice Terms & Conditions.

1.21 By default, when this change is promoted, no existing Agreements (regardless of state) will need to accept the Business Choice Terms & Conditions (the system will default to having it as already accepted).

1.22 For Business Choice Agreements only, the Agreement Summary page (Lead Agent view) will be updated to show the Business Choice Terms & Conditions status (Accepted or Not Accepted). The Agreement Summary Details page Approvals and dates tab will be updated to show the Business Choice Terms & Conditions status, Terms & Conditions Date and Date Accepted. The Business Choice Terms & Conditions fields will be hidden for non-Business Choice Agreements.

1.23 Once an Agreement has accepted the updated Business Choice Terms & Conditions, the Terms and Conditions message on the Welcome page and on the Orders page are removed, a message will be displayed stating that the Business Choice Terms & Conditions have been accepted (Agencies to provide text). The Business Choice Terms & Conditions status fields on the Agreement Summary page and Details page tabs will reflect the current state for that Agreement.

1.24 The lead agent Search for an Agreement page will be updated to include a new filter condition; Program Type. The values in this dropdown will be Choose (default; returns all values), Business Choice (for agreements that are determined to be a Business Choice by the system) and Business Passport (for agreements that are determined to be a Business Passport by the system).

1.25 The lead agent Search for an Agreement page result table will be updated to show Program Type in place of Program Category. The Business Account Name column will be updated so it is positioned after the Business Account ID column.

1.26 An Export button will be added to the lead agent Search for an Agreement page that will export the returned agreement list in a CSV file. The following fields will be exported:-

- (a) Business Account ID
- (b) Business Account Name
- (c) Lead Agency Business Account ID
- (d) Lead Agency Name
- (e) Status
- (f) Program Type

Agencies to provide any static text updates to this page.

1.27 The report view AV_INST_CRM will be updated to reference an Agreement's Program Type (Business Choice or Business Passport).

Documentation Updates

The Contractor will update system documentation which has been identified as:

- (a) SEA-00366 RFCS Business Accounts Website Operations Manual
- (b) SEA-01654 ORCA Institutional Program Website Functional Specification

Section 2.0 Schedule

2.1 The Work described in Section 1.0 will be completed by ~~December 30, 2016~~ *APRIL 28, 2017* NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

VIT *CM* *RFCS*

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM COST

Amendment No. 381

Add functionality to Business Account Website (BAW) to allow a new business to sign up for a "Choice" account online. This includes a requirement that the business "Read and Accept" future changes to the terms of agreement before placing an order.

TOTAL

\$81,990

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and Eighty One shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: D. H. Wilk
Its: General Manager
Date: 8/11/16

The Agencies

By: Clayton
Their: Procurement Manager
On behalf of the Agencies
Date: 8/16/16

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